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Jun 19th 2019

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I have been a very satisfied customer of Sonic, a competitive and responsive Internet Service Provider, for ten years. I use this as a residential client who also has a very small business.

Sonic (based in Santa Rosa, CA) provides high speed internet, telephone service (includes voicemail, fax, international calling, three-way calling, caller-ID etc) for the lowest price I could find. Sonic customer service answers the phone within minutes (or immediately) and has always had very prompt service in the rare times when my modem or line needed attention.

Low rates, rapid response to inquiries or repair needs, and clear-cut pricing: this is a gem of a small company, and I would be materially (financially and with frustrations) if Sonic were not available.

The large corporations are notorious (at least in my neighborhood) for bait/switch, poor customer service, slow response to service needs and high prices.

Please do not be dazzled by the claims of large companies (US Telcom, ATT, Verizon) that competition exists and will remain. The true competition is from the smaller providers who establish principles of superb business/customer ethics and service.

I hope that the FCC will uphold the principles that allow TRUE competition and customer service to exist in the United States.

Sincerely,

Kathryn Orsini